

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

FIRST-CLASS MAIL AND PERIODICALS  
SERVICE STANDARD CHANGES, 2021

Docket No. N2021-1

**RESPONSE OF THE UNITED STATES POSTAL SERVICE  
WITNESS MONTEITH TO INTERROGATORIES OF AMERICAN POSTAL  
WORKERS UNION, AFL-CIO APWU/USPS-T1-3, 4(b) REDIRECTED FROM  
WITNESS CINTRON  
(May 25, 2021)**

The United States Postal Service hereby provides the response of witness Monteith to the above-listed interrogatories. The interrogatories are stated verbatim and followed by the responses.

Respectfully submitted,  
UNITED STATES POSTAL SERVICE

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May 25, 2021

**RESPONSE OF USPS WITNESS MONTEITH TO INTERROGATORY OF  
APWU REDIRECTED FROM WITNESS CINTRON**

**APWU/USPS-T1-3.** Please refer to page 34 of your testimony. You note that the Postal Service has considered the degree of customer satisfaction with Postal Service performance in the acceptance, processing and delivery of mail and the needs of Postal Service customers, including those with physical impairments.

- a. Describe how you assessed and measured customer satisfaction as described in your testimony.
- b. Describe how you assessed and measured postal customers' needs, including those customers with physical impairments.

**RESPONSE:**

- a. I measure and assess customer satisfaction through our Brand Health Tracker survey. See Direct Testimony of Steven Monteith on Behalf of the United States Postal Service (USPS-T-4), PRC Docket No. N2021-1 (Apr. 21, 2021), at pp. 18-20; Response to POIR No. 1, Question 34 (May 17, 2021).
- b. The Postal Service has not assessed and measured the needs of customers, including those customers with physical impairments, with respect to the proposal at issue in the above-captioned docket.

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**APWU/USPS-T1-4.** Please refer to page 17, footnote 12 of your testimony. You note that the Postal Service will work with local election officials to help them plan for any impacts from the service standard changes that might affect their Election Mail. \* \* \* \*

- b. Describe the timing of the Postal Service's work with local election officials about the service standard changes, particularly those local election officials who will be in an election cycle at the time the service standard changes are implemented.

**RESPONSE:**

- b. .

We regularly communicate with state election executives and local election jurisdictions to keep them informed of any changes and garner their feedback, comments, suggestions, and concerns.

At a local and national level, we will work with state election executives and local election jurisdictions to prepare for statewide election and midterm elections. This includes outreach, education on mail design, mail preparation, and mail entry as well as ensuring they have the necessary supplies such as tags and labels. In addition, we conduct outreach to state election executives, with upcoming elections for Federal and State office, or special elections to ensure they are aware of any changes and requirements and have the necessary support as they prepare for these elections.

Leveraging our partnership with the National Association of Secretaries of State ("NASS") and the National Association of State Election Directors ("NASED") enables our ability to ensure information is disseminated down to state election executives as well their respective jurisdictions in a timely manner.

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We also work in collaboration with the NASS and the NASED leadership to communicate any changes directly to the local jurisdictions using email notifications.